



Hamburg and Dubai, 24 May 2017

Dear Hapag-Lloyd and UASC Customers,

Today, we are proud to announce that Hapag-Lloyd and United Arab Shipping Company have completed the merger to become one combined company. This is a major milestone in the history of both companies as we continue to evolve to meet customer needs and adapt to market conditions.

In the “new” Hapag-Lloyd, one of the top 5 global carriers, we will be ready to deliver a number of important added benefits to you, including an extensive global network – now with added focus in the Middle East – making us capable of serving you even better, globally and locally. The combined company also boasts a larger, more efficient, and environmentally friendly fleet of vessels, allowing us to deploy the most effective vessel class in each of the trade lanes. Well-trained and experienced teams will be available to handle your cargo in an office near you, now with even deeper insights into your business. A financially solid business partner backed by a strong group of diversified shareholders will ensure your cargo is in safe hands at all times.

For the immediate future, the two companies will continue to operate independently as we work to integrate our internal systems and processes as quickly as possible. We therefore kindly ask you to continue working with your current Hapag-Lloyd/UASC counterparts in Sales, Customer Service, Operations and Finance. We will transfer the first UASC services to Hapag-Lloyd from mid-July followed by the remaining services gradually over several weeks. Bookings for these services in Hapag-Lloyd’s systems will commence well in advance.

Over the course of the next few days, your Hapag-Lloyd or UASC account representative will contact you to explain what this will mean for your business and what you can expect in the coming weeks. Ensuring a smooth transition for you is our top priority. With two large, successful mergers in recent years, we have an industry-leading track record for conducting integrations rapidly and



efficiently – and are confident of achieving this goal again. Your feedback is important to help us safeguard a continued successful relationship now and in the future.

We will provide regular updates about the progress of the integration of both companies through a weekly transition newsletter, which will also be published on www.hapag-loyd.com and www.uasc.net. Should you have any immediate enquiries, please feel free to send us an e-mail at better.united@hlag.com.

We would like to thank you for your continued support and loyalty during the integration period and we look forward to serving you even better!

Rolf Habben Jansen
CEO Hapag-Lloyd

Jørn Hinge
President & CEO UASC

Thorsten Haeser
CCO Hapag-Lloyd

Uffe Østergaard
CCO UASC